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Ford Motor Company  
P.O. Box 1904  
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F0016586

02B02

November, 2002

STATE OF UTAH DAS MOTOR POOL  
CAPITAL PLAZA  
SALT LAKE CITY, UT 84114

Your Vehicle Identification Numbers: See enclosed listing

This letter is intended for law enforcement fleets. If your vehicle(s) is not currently in active law enforcement duty, you may disregard this letter.

The Crown Victoria Police Interceptor (CVPI) is a safe and effective vehicle for police work. Ford is committed to our police customers' safety and is continuously improving our products.

In order to even further reduce the risk for a fuel tank puncture in a very high-speed rear-end impact, Ford Motor Company is providing a no-charge Optional Upgrade Program (Program Number 02B02), to owners of certain 1992 through 2003 model year CVPI vehicles currently in law enforcement duty. Program details can be found on ATTACHMENT I of this letter.

Please recognize that police officer safety depends on a range of factors. Addressing the entire spectrum of law enforcement work practices and equipment is the best way to help reduce the risk of injury to officers involved in rare high-speed, high-energy rear impact collisions. Visit [www.cvpi.com](http://www.cvpi.com) for ideas to further improve police officer safety.

Ford is committed to our law enforcement customers' safety. This optional upgrade demonstrates Ford's commitment to make a safe and effective police vehicle even safer for police work. Thank you for your attention to this important matter.



**What Ford Motor Company and your dealer will do...**

In order to even further reduce the remote risk for a fuel tank puncture in a very high-speed rear-end impact, your dealer will install an optional, no-charge upgrade kit for CVPI vehicles currently in law enforcement duty. The upgrades are:

- Axle-mounted shields
- Fuel tank strap shields
- A differential shield
- Revised mounting of the evaporative emissions canister ('98 – '03 MY only)

This optional Crown Victoria Police Interceptor package upgrade will be available for no-charge installation only on CVPI vehicles currently in law enforcement duty.

This program will be in effect until November 30, 2003, regardless of mileage.

**How long will it take...**

The time needed for this upgrade is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What we are asking you to do...**

Beginning October 22, 2002, visit [www.cvpi.com](http://www.cvpi.com) to register your current law enforcement fleet to allow priority availability of parts. You will need a Fleet Identification Number (FIN) to register via the web. If you do not have a FIN code and wish to establish one, contact the Fleet Customer Information Center at 1-800-34-FLEET. If you do not have web access, call the Police Interceptor Registration Center toll-free at 1-800-490-4288 and inform the Ford representative that you wish to register your current law enforcement fleet for parts under Optional Upgrade Program 02B02. Representatives are available 7:30AM to 7:30PM Monday through Friday, and 8:00AM to 3:00PM on Saturday (times are Eastern Time).

Once on the [cvpi.com](http://cvpi.com) website, you will need to input basic fleet, contact and vehicle information. You will be asked to review information on the [cvpi.com](http://cvpi.com) website.

Successful completion of the registration process will generate an Authorization Number. Contact the dealer(s) of your choice and provide them the Authorization Number. The Authorization Number will allow the dealer to order parts on a priority basis.

Fleets who do not register may still order parts through their servicing dealer, however, priority fulfillment of parts orders will be given to registered fleets.